

### AMENDMENTS TO THE CLAIMS

1 (Currently amended). A customer responding system, including a PBX (Private Branch eXchange) connected to an external telephone network, which selectively connects a calling signal from the external telephone network to one internal line in an internal telephone network, plural telephone terminals connected to the internal telephone network, and plural computer terminals connected to each other through a predetermined network, which is placed, individually corresponding to the telephone terminal, said system comprising:

call back message data inputting means for accepting the inputting of a call back message with designating the computer terminal corresponding to the requested telephone terminal, when the PBX can not get the requested telephone terminal amongst the plural telephone terminals, to receive a calling signal from the external telephone network;

call back data sending means for sending a call back data, ~~displaying the content of which is classified in predetermined items to indicate the content of a received call to be notified, based on~~ the call back message accepted by the call back message data inputting means, to said designated computer terminal through said network;

call back data receiving means for receiving the call back data sent by said data sending means through said network; and

call back data displaying means[[,]] for displaying the received call back data in said designated computer terminal.

2 (Currently amended). The customer responding system according to claim 1, ~~further comprising:~~

~~user specifying means, for specifying a user who sent out a calling signal from the external telephone network;~~

~~response history storing means, for storing the response content of an user's inquiry corresponding to said specified user; and~~

~~response history data displaying means, for reading out said response history data representing the response content when a call back data is received according to said call back data receiving means, and controlling said designated computer terminal to display said response history data wherein:~~

said call back data sending means sends the call back data to each designated computer terminal; and

the call back data sent by said call back data sending means is displayed at each designated computer terminal by said call back data displaying means.

3 (Currently amended). A computer terminal, which is used as an information input/output device within the customer correspondence system, including a PBX connected to an external telephone network, which selectively connects a calling signal from the external telephone network to one internal line in an internal telephone network, plural telephone terminals connected to said internal telephone network, and plural information input/output devices connected to each other through a predetermined network, which is placed, individually corresponding to said telephone terminal, wherein:

when the PBX can not get the requested telephone terminal amongst said plural telephone terminals, to receive a calling signal from the external telephone network, the PBX controls a different telephone terminal to receive said calling signal; and

said computer terminal corresponding to the concerned different telephone terminal comprises,

call back message inputting means for accepting the inputting of a call back message, after designating said computer terminal corresponding to said requested telephone terminal,

call back data sending means for sending a call back data, ~~displaying the content of which is~~ classified in predetermined items to indicate the content of a received call to be notified, based on the call back data, accepted by said call back message data inputting means, to said designated computer terminal through said network,

call back data receiving means for receiving said call back data sent from another computer terminal through said network, and

call back data displaying means for displaying said call back data received by said call back data receiving means.

4 (Currently amended). The computer terminal according to claim 3, wherein:

a server is connected to the PBX through a network;

said computer terminal;

~~further comprises a business situation notifying means for notifying~~ sends a business situation information of a communicator corresponding to said computer terminal, to ~~other computer terminals;~~ and

~~determines whether or not to forward a call from the external telephone network to the requested telephone terminal, according to a communicator's business situation notified by the computer terminal said server;~~

whether or not the requested telephone terminal can receive said calling signal is determined based on said business situation information sent by said computer terminal; and

where it is determined that the requested telephone terminal cannot receive said calling signal, said different telephone terminal is called.

5 (Currently amended). The computer terminal according to claim 3, further ~~comprises~~ comprising a call back data reception notifying means for notifying a communicator that he/she has received a call back data according to said call back data receiving means, and said call back data displaying means, after said call back reception notifying means notifies that the communicator has received a call back data, displays the call back data in response to an instruction to display that call back data.

6 (Currently amended). The computer terminal according to claim 3, wherein plural computer terminals corresponding to plural communicators responsive to an inquiry of a user are ~~put into~~ organized into a predetermined groups group, and said call back data sending means sends call back data to each computer terminal included in the group ~~in to~~ to which said designated computer terminal belongs ~~to~~.

7 (Currently amended). The computer terminal according to claim 3, wherein said call back data displaying means respectively lists the contents of the received call back data in an order corresponding to the order in which it was input by the call back message data inputting means.

8-9(Cancelled).

10 (Currently amended). A computer terminal comprising:

call back message data inputting means for accepting the inputting of a call back message;

call back data sending means for sending a call back data ~~showing the content of~~ which is classified in predetermined items to indicate the content of a received call to be notified, based on

the call back message inputted by said call back message data inputting means, to the requested computer terminal through a predetermined network;

call back data receiving means for receiving said call back data sent from another computer terminal through said network; and

call back data displaying means for displaying said call back data received by said call back data receiving means.

11 (Cancelled).

12 (Currently amended). A customer responding method which provides predetermined information to a mutually connected computer terminal based on a received call by the PBX, which is connected to ~~the~~ an external telephone network and selectively connects a calling signal from [an] the external telephone network to a telephone terminal connected to an internal line in [the] an internal telephone network, placed corresponding to said telephone terminal individually, through a predetermined network, and

said customer ~~correspondence~~ responding method comprises:

call back message data inputting step which accepts the inputting of a call back message after a computer terminal corresponding to the requested terminal is designated, when the PBX can not receive the calling signal from the external telephone network to the requested telephone terminal;

call back data sending step which sends ~~the~~ a call back data, ~~displaying the content of which is classified in predetermined items to indicate the content of a received call to be notified based on~~ the call back message accepted in said call back message data inputting step, to said designated computer terminal through said network;

call back data receiving step which receives said call back data sent by said data sending step through said network; and

call back data displaying step which controls said designated computer terminal to display the received said call back data.

13 (Cancelled).

14 (Currently amended). A computer readable recording medium storing a program for controlling a computer, which is used as an information input/output device in a customer

responding system comprising a PBX which is connected to ~~the~~ an external telephone network and selectively connects a calling signal from ~~an~~ the external telephone network to a telephone terminal connected to an internal line in ~~the~~ an internal telephone network, and plural input/output devices which are ~~placed individually corresponding to said telephone terminal and~~ connected with each other through ~~the~~ a predetermined network, said program controlling said computer to function as :

call back message data inputting means for accepting the inputting of a call back message with designating the computer terminal corresponding to the requested telephone terminal, when the PBX can not get the requested telephone terminal amongst the plural telephone terminals, to receive a calling signal from the external telephone network;

call back data sending means for sending a call back data ~~displaying the content of which is~~ classified in predetermined items to indicate the content of a received call to be notified, based on the call back message accepted by said call back message data inputting means, to said designated computer terminal through said network;

call back data receiving means for receiving said call back data sent from other computer terminals through said network; and

call back data displaying means for displaying said call back data received by said call back data receiving means.

15 (Currently amended). A computer readable recording medium storing a program for controlling a computer to function as:

call back message data inputting means for accepting the inputting of a call back message;

call back data sending means for sending a call back data ~~representing the content of a call back data~~ which is classified in predetermined items to indicate the content of a received call to be notified, based on the call back message inputted by said call back message data inputting means, to the requested computer terminal through a predetermined network;

call back data receiving means for receiving said call back data sent from another computer terminal through said network; and

call back data displaying means for displaying said call back data received by said call back data receiving means.

16 (Currently amended). A carrier, which computer operation is possible, carrying a program for controlling a computer to function as:

call back message data inputting means for accepting the inputting of a call back message;

call back data sending means for sending a call back data ~~representing the content of call back data~~ which is classified in predetermined items to indicate the content of a received call to be notified, based on the call back message inputted by said call back message data inputting means, to the requested computer terminal through a predetermined network;

call back data receiving means for receiving said call back data sent from another computer terminal through said network; and

call back data displaying means for displaying said call back data received by said call back data receiving means.

17 (New). A customer responding system, including a PBX (Private Branch eXchange) connected to an external telephone network, which selectively connects a calling signal from the external telephone network to one internal line in an internal telephone network, plural telephone terminals connected to the internal telephone network, and plural computer terminals connected to each other through a predetermined network, which is placed, individually corresponding to the telephone terminal, said system comprising:

call back message data inputting means for accepting the inputting of a call back message with designating the computer terminal corresponding to the requested telephone terminal, when the PBX can not get the requested telephone terminal amongst the plural telephone terminals, to receive a calling signal from the external telephone network;

call back data sending means for sending a call back data, indicating the content of the call back message accepted by the call back message data inputting means, to said designated computer terminal through said network;

call back data receiving means for receiving the call back data sent by said data sending means through said network; and

call back data displaying means for displaying a list of the received call back data so as to be able to select the call back data, to display the selected call back data in said designated computer terminal.